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3629

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of:

Group Art Unit:3629

WILLIAM T. ROWSE et al.

Examiner: Jonathan P. Ouellette

Serial No.: 09/547,661

Filed: April 12, 2000

For: SYSTEM FOR PROCESSING A CUSTOMER CONCERN

Attorney Docket No.: 200-0053 (FMC 1185 PUS)

SUPPLEMENTAL INFORMATION DISCLOSURE STATEMENT

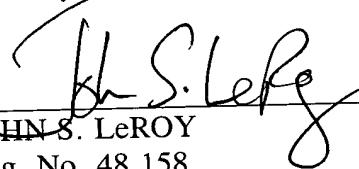
In compliance with the duty of disclosure under 37 C.F.R. § 1.56 and § 1.97-1.98, the references listed and identified on the attached Forms PTO/SB08A and/or SB08B are being submitted herewith for consideration by the Examiner.

While this Statement is being filed in compliance with the duty of disclosure, citation of the attached references is not to be construed as an admission that any of the reference(s) are "material" as defined under 37 C.F.R. § 1.56(b).

In that the original filing date of this application is April 12, 2000, a copy of each reference listed on the attached Forms PTO/SB08A and/or SB08B is included herewith. Consideration and entry into the record of these references is respectfully requested.

Respectfully submitted,

By:


JOHN S. LeROY

Reg. No. 48,158

Attorney/Agent for Applicants

Date: January 9, 2004

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GROUP 3600

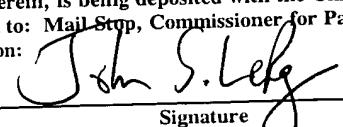
BROOKS & KUSHMAN P.C.
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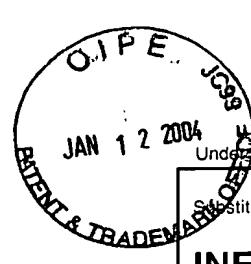
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PTO/SB/08A (10-96) [MODIFIED]

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<p style="text-align: center;"><i>Use as many sheets as necessary</i></p> <p>INFORMATION DISCLOSURE STATEMENT BY APPLICANT</p>				Complete if Known	
				Application Number	09/547,661
				Filing Date	April 12, 2000
				First Named Inventor	William T. Rowse et al.
				Group Art Unit	3629
				Examiner Name	Jonathan P. Ouellette
Sheet	1	of	2	Attorney Docket Number	200-0053 (FMC 1185 PUS)

U.S. PATENT DOCUMENTS

Examiner Initials	Cite No. ¹	U.S. PATENT DOCUMENT		Name of Patentee or Applicant of Cited Document	Date of Publication of Cited Document MM-DD-YYYY	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
		Number	Kind Code ² (if known)			
	US	2002/0002475	A1	Freedman et al.	01-03-2002	
		5,128,859		Carbone et al.	07-07-1992	
		5,218,539		Elphick et al.	06-08-1993	
		5,402,170		Parulski et al.	03-28-1995	
		5,432,904		Wong	07-11-1995	
		5,498,949		Dowe	03-12-1996	
		5,504,674		Chen et al.	04-02-1996	
		5,506,617		Parulski et al.	04-09-1996	
		5,602,458		Dowe	02-11-1997	
		5,634,144		Mauro et al.	05-27-1997	
		5,652,927		McIntyre	07-29-1997	
		5,666,159		Parulski et al.	09-09-1997	
		5,697,001		Ring et al.	12-09-1997	
		5,822,432		Moskowitz et al.	10-13-1998	
		5,848,420		Xu	12-08-1998	
		5,943,603		Parulski et al.	08-24-1999	
		5,950,169		Borghesi et al.	09-07-1999	
		6,005,613		Endsley et al.	12-21-1999	
		6,047,374		Barton	04-04-2000	
		6,115,818		Barton	09-05-2000	

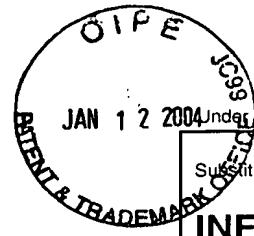
FOREIGN PATENT DOCUMENTS

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*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

¹ Unique citation designation number. ² See attached Kinds of U.S. Patent Documents. ³ Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). ⁴ For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document.

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 Substitute for Form 1449A/PTO				<i>Complete if Known</i>	
INFORMATION DISCLOSURE STATEMENT BY APPLICANT <i>(use as many sheets as necessary)</i>				Application Number	09/547,661
				Filing Date	April 12, 2000
				First Named Inventor	William T. Rowse et al.
				Group Art Unit	3629
				Examiner Name	Jonathan P. Ouellette
Sheet	2	of	2	Attorney Docket Number	
200-0053 (FMC 1185 PUS)					

U.S. PATENT DOCUMENTS

FOREIGN PATENT DOCUMENTS

Examiner Signature		Date Considered	
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